

# Aviation

**David Krietor, Director**

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## Program Goal

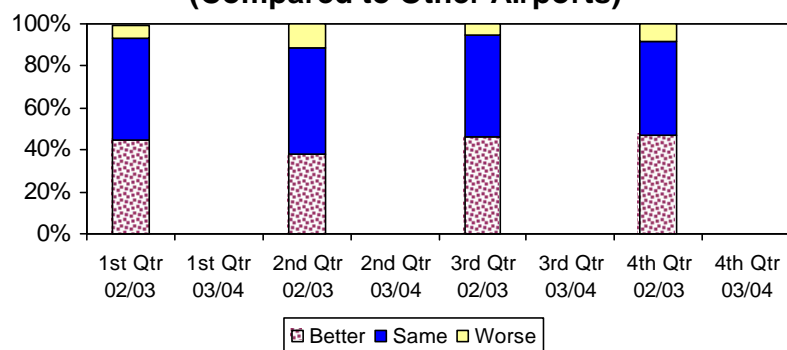
The Aviation Department provides the Phoenix metropolitan area with a self-supporting system of airports and aviation facilities that accommodate general and commercial aviation in a safe, efficient, and convenient manner.

## Key Services

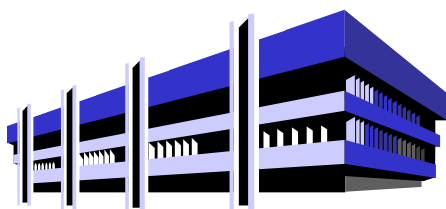
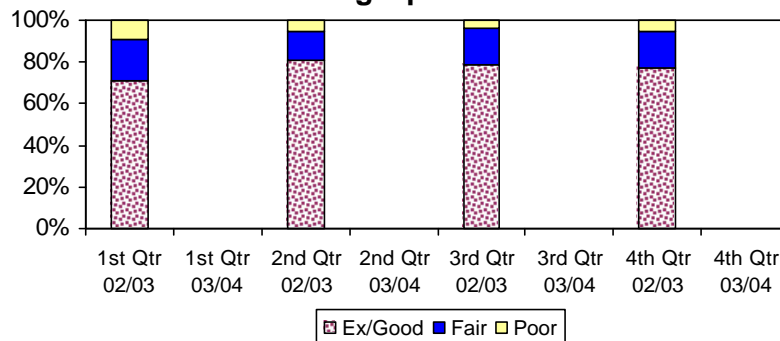
Customer Satisfaction, Commercial Airlines, General Aviation, Commercial Tenants, Air Cargo, and Parking Facilities

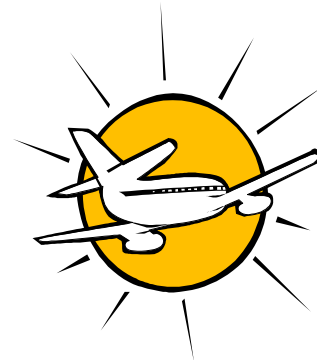
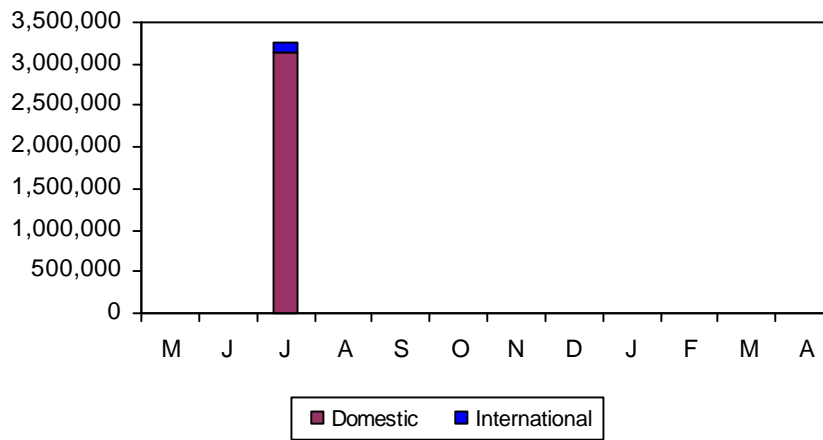
Phone: (602) 273-3300

**Customer Satisfaction with Overall Airport  
(Compared to Other Airports)**



**Customer Satisfaction with  
Parking Operations**



Aviation  $\frac{3}{4}$  continued**Total Aircraft Passengers\***

\*Information is reported under a 60 day time lag.

**International Non-Stop Flights**

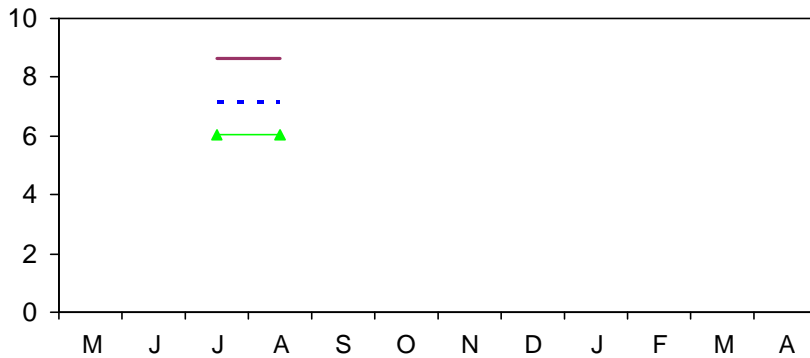
Country	City	Frequency of Flights
Mexico	Guadalajara	2x/Day
	Guaymas	1x/Day
	Hermosillo	2x/Day
	Los Cabos	2x/Day
	Puerto Vallarta	2x/Day
	Acapulco	1x/Week
	Mazatlan	1x/Day
	Mexico City	2x/Day
	Cancun	1x/Day
	Ixtapa/Zihuatenejo	1x/Week
	Monterey	6x/Week
Canada	Toronto	2x/Day
	Calgary	1x/Day
	Vancouver	2x/Day
	Edmonton	5x/Week
England	London	1x/Day
Germany	Frankfurt	6x/Week



Aviation  $\frac{3}{4}$  continued

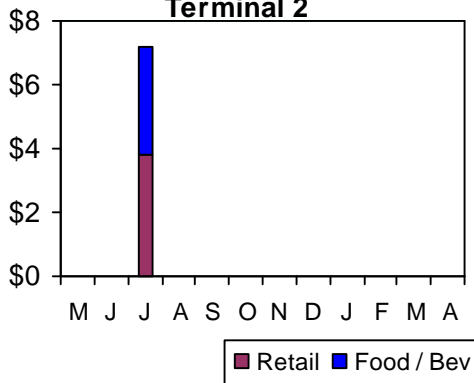
## Gross Sales Per Enplaned Passenger\*

## Total Gross Sales Per Enplaned Passenger



--- Terminal 2    — Terminal 3    —▲ Terminal 4

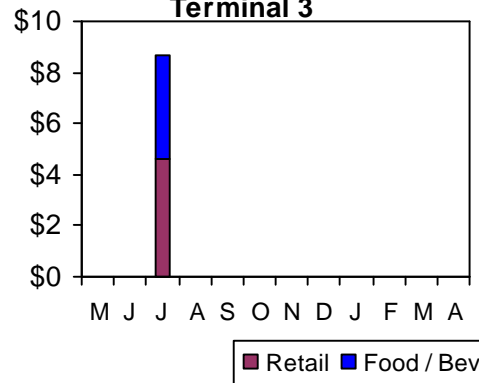
## Terminal 2



■ Retail ■ Food / Bev

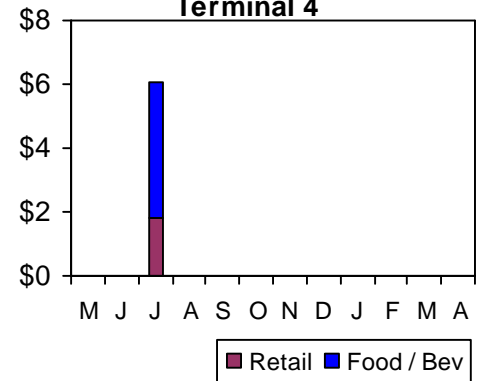


## Terminal 3



■ Retail ■ Food / Bev

## Terminal 4

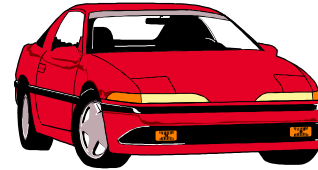
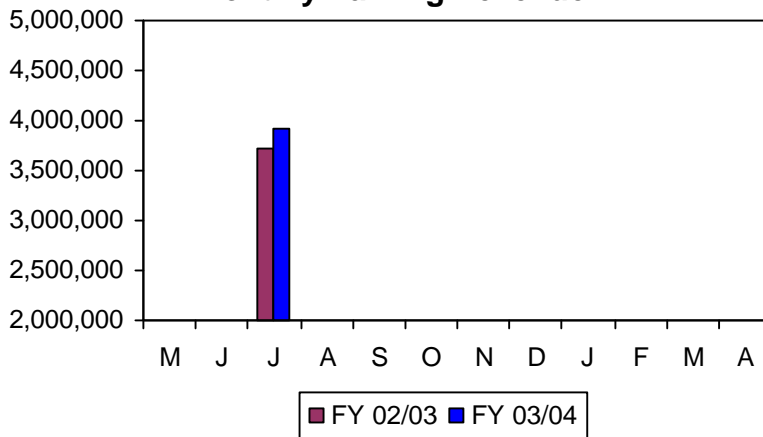
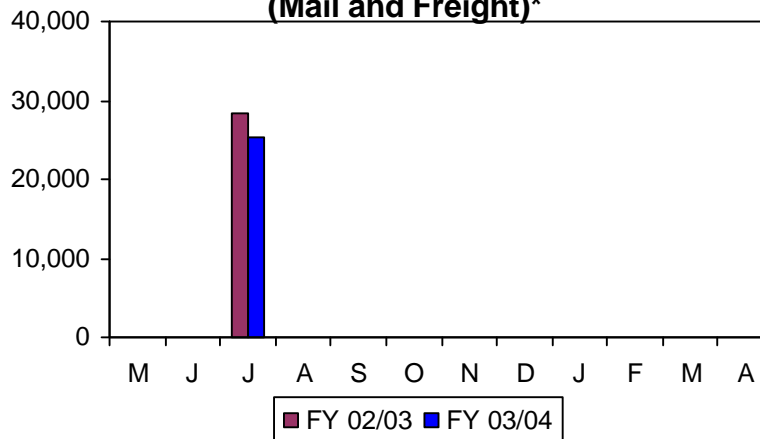
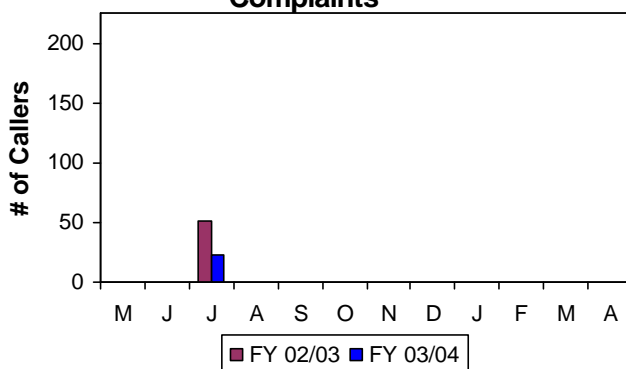


■ Retail ■ Food / Bev

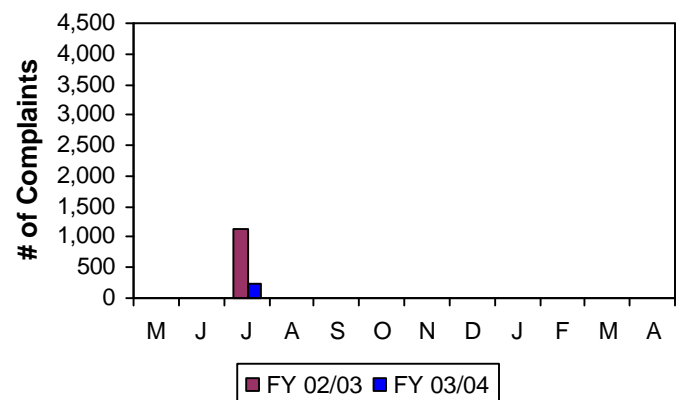
\*Gross Sales per Enplaned Passenger  
Information is reported under a 60-day  
time lag.

Aviation  $\frac{3}{4}$  continued

Monthly Parking Revenue\*

Air Cargo Processed in Tons  
(Mail and Freight)\*Number of Callers Who Filed Noise  
Complaints\*

Number of Noise Complaints Filed\*

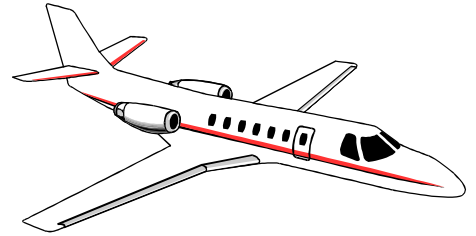
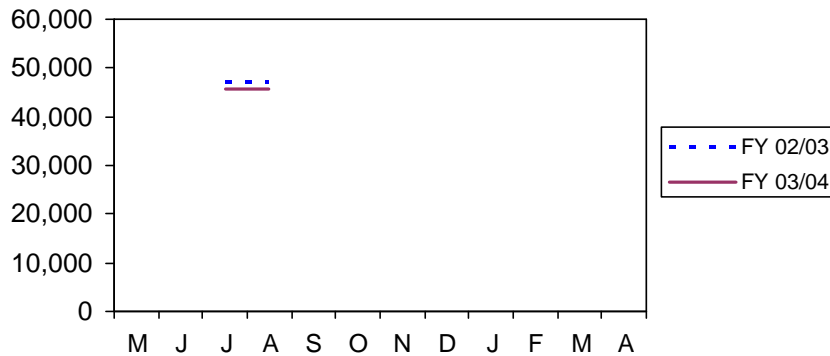


\*Information is reported under a 60 day time lag.

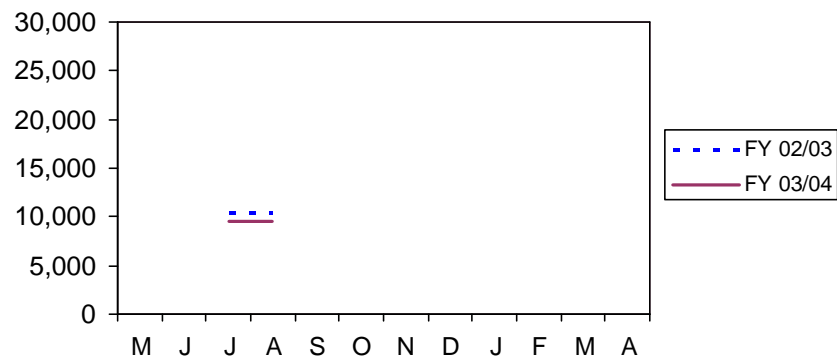
Aviation  $\frac{3}{4}$  continued

## Aircraft Takeoffs and Landings\*

## Sky Harbor International Airport

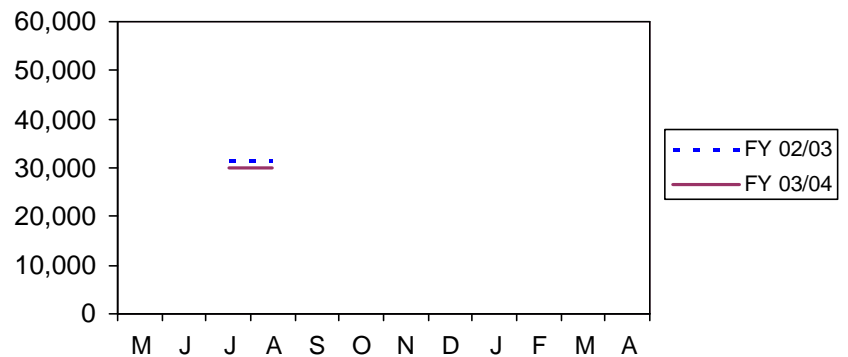


## Goodyear Airport



\*Information is reported under a 60 day time lag.

## Deer Valley Airport



**Aviation <sup>3</sup>/<sub>4</sub> continued****Comments/Highlights*****Connections Newsletter***

The October-December 2003 Aviation Department newsletter features the Airport's future people mover system, Phoenix Aviation Advisory Board (PAAB) Chairman Michael Berglund, and the new America West Airlines air service. To be added to the Department's newsletter mailing list, contact Tracie Ronca at (602) 683-3654.

**Hawaiian Air Event**

On October 10, the Department assisted in coordinating the anniversary event for Hawaiian Airlines which is celebrating one-year of service at Sky Harbor International Airport. Mayor Skip Rimsza, Councilwoman Peggy Neely, and Councilwoman Peggy Bilsten were in attendance.

**Williams Gateway Airport 10<sup>th</sup> Anniversary**

The Aviation Department recently sponsored and participated in the festivities for the 10<sup>th</sup> anniversary of Williams Gateway. Aviation Director David Krietor spoke at a community leaders' forum which kicked off the 3-day celebration. The Department's airplane booth provided entertainment at the community open house, which took place on Saturday, October 4. The booth displayed questions and facts about the partnership between Williams and Phoenix Sky Harbor. Both Airports worked the booth and interacted with community residents, including Mesa Mayor Keno Hawker and Williams Airport Director Lynn Kusy.